



DTS Customer Council Charter

Charter Date | September 2007

**Goals and
Members**

The DTS Customer Council (Council) serves as a formal channel of communication between DTS and its stakeholders with the goal of continuously improving the value and the nature of its service offerings.

The DTS Director shall serve as the chairperson of the Council with a Vice-Chair elected from the membership. The initial membership consists of the following departments. The Council members shall review its composition annually and make changes as necessary.

- Employment Development Division (EDD)
- Department of Health Care Services (DHCS)
- Department of Motor Vehicles (DMV)
- Office of System Integration (OSI)
- State Board of Equalization (BOE)
- Department of Corrections & Rehabilitation (CDCR)
- State Teachers' Retirement System (CalSTRS)
- Department of Transportation (CalTrans)
- State Controller's Office (SCO)
- Department of Mental Health (DMH)
- Department of Consumer Affairs (DCA)
- Department of Child Support Services (DCSS)
- Department of Fish & Game

Purpose

In July 2005, the Department of Technology Services (DTS) was established by consolidating the Health and Human Services Data Center (HHSDC), the Stephen P. Teale Data Center (Teale), and the Department of General Services Office of Network Services (DGS ONS). The goal of consolidating these three entities into the DTS was to substantially improve the performance and management of the information technology (IT) infrastructure with particular focus on:

- (1) receiving best value in the acquisition, management and operation of its IT infrastructure and resources;
- (2) realizing with its IT infrastructure the most appropriate levels of security, quality and risk management; and,
- (3) ensuring that department core competencies are reinforced and respected.

As technology advances it is incumbent upon DTS to continually evaluate new methods of deploying technology to serve its customers' business needs in the most effective and efficient manner possible. In its role as the state's primary technology services organization, DTS is obligated to fulfill the following purposes:

- Provide Services that Meet Client Business Needs – the DTS is a technology services provider and, as such, its services must satisfy the business needs of the clients.
- Maintain an Acceptable Level of Financial Risk – As a public entity, DTS must take a prudent approach to investing in new service offerings in order to contain financial risk to the State at a reasonable level.
- Provide Services at Reasonable Rates – DTS operates under a cost recovery model;

however, DTS' rates must remain competitive with similarly provisioned services available in the open market.

Objectives

- Work with DTS to determine viable new services and solutions for use within the State
- Identify and prioritize enhancements to existing service offerings
- Support the exploration of new technology
- Identify and promote technology solutions and services that can be shared throughout the State
- Review and provide input on service offering performance and competitiveness

Duties

The Council will:

- Represent the current DTS customer base;
- Identify issues or problems with DTS services and suggest solutions;
- Participate in customer improvement programs, such as surveys and focus groups;
- Contribute and assist in enhancing existing service offerings and identifying potential new services;
- Provide feedback on proposed rates for new services or revision to existing rates;
- Provide input into the necessary decisions, resources and cross-agency collaboration for the successful development of new shared services;
- Provide support and share the councils findings, observations, and recommended directions with the Technology Services Board (TSB) Services Committee and the California Information Technology Council (IT Council) when appropriate;
- Disseminate information provided by DTS to peer customers and users;
- Respect the confidentiality of the information shared by DTS with the Council and, ensure that confidential information is not disseminated outside of the Council; and,
- Develop strategies to improve customer communication.

Supporting Functions

- A. The Council shall meet on a quarterly schedule. The chairperson may call special meetings of the Council when it is deemed necessary.
- B. Each member may identify an alternate from his or her organization to attend Council meetings as needed.
- C. The DTS will provide administrative support to the Council
 1. The meeting agenda will be sent to every member via email one week prior to the meeting date.
 2. Summary minutes of the meeting will be emailed to every member and attendees within one week following the meeting.
 3. Coordinate and facilitate Committee meetings (e.g., scheduling, location, agenda, minutes)

Charter Modifications

This charter is to remain in effect until modified and approved by the Council.

Version	Date	Author	Reason
Version 1	June 25, 2007	Mitzi Houston	Initial draft

Charter for the Department of Technology Services (DTS)
Customer Council

**Charter
Approvals**



P.K. Agarwal
Director, Department of Technology Services

9/21/07
Date